



## Complaints & Feedback Policy

### **Aim/s:**

The complaints policy of Maryland Care & Early Education Centre is designed to:

- Provide a process for making and dealing with complaints to ensure they are dealt with promptly, seriously, confidentially, sensitively and without bias
- To ensure parents feel empowered to raise concerns about all aspects of the Service operation without concern that their comments or feedback will lead to any victimisation or prejudice to themselves or their child
- To encourage staff to be responsive to the needs and concerns of families
- To use complaints and feedback as an opportunity to continually improve the services practices and procedures

### **Legislative requirements / Sources:**

**Education and Care Services National Regulations:** Regulation 168- Education and care service must have policies and procedures. Regulation 173- Prescribed information to be displayed 176- Time to notify certain information to regulatory Authority

**Children (Education and Care Services National Law Application) Act 2010**

**National Quality Standard-** Area 7. Element 7.3, 7.3.3, 7.3.4

NSW Ombudsman (2004) 'Effective Complaint Handling'

NSW Ombudsman (2009) 'Compliant Handling Kit'

### **Implementation:**

#### ***Feedback***

- Communication at all times will aim to be open, honest and confidential. Our service will offer a variety of ways to communicate and provide feedback including:
  - Parent communication books
  - Interactions
  - Surveys
  - Email
  - Parent meetings as necessary
- Staff may document parent feedback/comments on behalf of families to help with program evaluation and to encourage further family input
- Families are provided with the service's email address and phone details upon enrolment.

- Families are encouraged to converse with educators at pick up and drop off times and may email and call throughout the day
- Feedback from families is encouraged and educators and staff will take this feedback into account in ongoing planning and quality improvement.

**See procedures for complaints and feedback**

**Review:**

This policy is the intellectual property of Maryland Care & Early Education Centre and is created with consultation of staff and families attending the service. This policy will be reviewed annually. This policy is available in other languages upon request.

Last Review: December 2018

Next Review: December 2020